



Provisions for Temporary Service Uplift Non-standard Field Engineer On-site Services

Spectra Logic Support – SEPT2025

Temporary Service Uplift beyond the scope of your existing service contract require an open purchase order or credit card number to proceed with sending a resource on site to perform one of the following services:

- Library Control Module (LCM) resets
- Reseating library components such as LCM, Robotic Control Modules (RCM), drives, etc.)
- Unit power cycles
- Gathering logs
- Checking for obstructions or stuck tapes or performing other visual inspections of the library or media
- Exercising a Terapack Access Port (TAP)
- Exercising Entry/Exit (EE) Port
- Firmware upgrades
- Troubleshooting procedures
- Loading files on to a USB
- Move a library to allow access for service/troubleshooting

The intent of sending a Spectra Logic or third-party resource is intended to help identify potential problems and define the next steps. It will likely not lead to a resolution to the issue you are facing. An additional visit in accordance with your purchased Service Level Agreement will likely be required to address the issues discovered during the Temporary Service Uplift visit.

Refer to the Non-standard Field Engineer On-site Services fee structure below for specific hourly charges, on-site response charges, and other pertinent information. Response times for Telephone Technical Support and On-Site Field Service for Temporary Service Uplift requests cannot be guaranteed as customers with a higher level of service will take priority in all circumstances.

Taxes may be included according to local regulations.

Travel and associated expenses incurred are an additional cost.

On-site field service labor charges will include travel time to and from the equipment location.

Technical phone support will be provided with your purchased Service Level Agreement.

Temporary Service Uplift Charges Beyond Scope of Existing Service Level

Technical Phone Support Charges:

Saturdays & Out-of-Hours Weekdays \$300 / hr **

Sundays & Holidays \$450 / hr **

On-Site Field Service Response Charges (transportation and hourly rates): ***

	Zone 1 (0-50 miles)	Zone 2 (51-100 miles)	Zone 3 (101 + miles)
Regular Business Hours	\$350	\$500	\$650
Saturdays & Out of Hours Weekdays	\$500	\$650	\$850
Sundays & Holidays	\$650	\$850	\$1050

On-Site Library Firmware Upgrade: ****

First Library \$1200

Each Additional Library \$750

Notes:

* Regular Business Hours are 8:00 AM – 5:00 PM local time, Monday – Friday excluding locally recognized holidays.

** Hourly rates are applicable for every full hour or fraction thereof.

*** A dispatch for on-site field service will only be made upon the satisfactory completion of a hardware fault diagnosis through Spectra Logic's Telephone Technical Support. On-Site Field Service Labor Charges will include travel time to and from the equipment location.

**** Fee is in lieu of hourly and response charges. Includes library inspection and Preventative Maintenance.

Response times for Telephone Technical Support and On-Site Field Service for Temporary Service Uplift requests cannot be guaranteed as customers with a higher level of service will take priority in all circumstances. All services will be performed in accordance with the Spectra Logic Warranty and Hardware Support Agreement.